



*Delaware Health  
And Social Services*

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**DIVISION OF MANAGEMENT SERVICES**

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PROCUREMENT

DATE: October 9, 2018

HSS 18 019

Time Study Cost Allocation Application

for

Division of Management Services

Date Due: November 8, 2018

By 11:00 am Local Time

**ADDENDUM #1 –Questions and Answers**

**PLEASE NOTE:**

THE ATTACHED SHEETS HEREBY BECOME A PART OF THE ABOVE  
MENTIONED RFP.

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Kimberly Jones  
Procurement Administrator

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Deshanda Griffin

Sections (HHS-18-019)	Paragraph Number	Page Number	Text of Passage being questioned	Question	Delaware's Response
Appendix B; Part 1. Project Overview;	1.1.1 & 1.1.2	1	Through a contractor, DHSS currently utilizes a hosted proprietary internet based application through which...	Who is the incumbent vendor?	Public Consulting Group (PCG)
Appendix B; Part 1. Project Overview;	1.1.1 & 1.1.2	1	Through a contractor, DHSS currently utilizes a hosted proprietary internet based application through which...	What is the value of the current contract?	Currently, DHSS has (3) contracts with PCG valued at \$260K
Appendix B; Part 4; Contractor Responsibilities/ Project Requirements;	4.1.1 On- Site Staffing Requirement	9	The following key contractor staff are required to be on-site in New Castle, Delaware, as indicated below: Contractor Project Director, as required; Contractor Project Manager – 20% of the time. The State and the key contractor staff will work very closely together on this project. This requires an on-site presence. The State will provide office space including furniture, phones and public network connectivity for all on-site project staff. Contractor will be responsible for all other office necessities including workstation and required software. It is vital for the contractor project manager and key staff to play an active on-site role in the project and be visible and accessible.	Can you please provide clarification on the requirement for 20% of the time the vendor's Project Manager is required on site. What is the expectation for frequency? For example, during implementation, a block of time, or on a set schedule?	Depends on the project plan and timeline
Appendix B; Part 4 Contractor Responsibilities/ Project Requirements;	4.1.4 Project Help Desk Staff Requirement	10	Bidder must supply at least a primary and a backup Help Desk function during the UAT, production implementation and the warranty timeframe... The contractor will provide second level support. This will be more system-specific and require application expertise.	What are the hours for the help desk by primary and backup help desk?  What are the hours for the secondary support?	The State of Delaware (DHSS) Business hours are 8am – 5pm eastern

			Specific system issues may be referred to third-level DHSS divisional support for SME expertise.		
Appendix B; Part 4; Contractor Responsibilities/ Project Requirements;	4.4.1 Authorizations	12	All contractor staff working on this project will be subject to a Criminal Background Check (CBC). The contractor will be solely responsible for the cost of the CBC. DHSS will review the CBC results. DHSS at their sole discretion may request that a contractor staff member be replaced if their CBC result is unsatisfactory. See Exhibit K for instructions on this process. Contractor staff will be required to fill out DTI's Acceptable Use Policy, Biggs Data Center User Authorization Form, and the Biggs Data Center Non-Disclosure Agreement for necessary authorizations before starting work. Staff working at a secured State site will be issued a security access card by DHSS as per the State Standard."	Is the state and federal fingerprinting background check only applicable to contractor staff that have either contact with vulnerable populations and/or who will be onsite at state facility?	Any staff or sub-contracted staff working on the project team must have a CBC regardless of location. Contact with vulnerable population is not a deciding factor.
Appendix B; Part 4; Contractor Responsibilities/ Project Requirements;	4.4.4.1 Remote Hosting Agreements	15	Contractor is instructed to review the following two agreements and sign and scan and include with your response	Can you provide copies of the Cloud Services and Data Usage Agreements Links provided in 4.4.4. do not work	Updated links: <a href="https://dti.delaware.gov/pdfs/pp/Delaware%20Cloud%20Services%20Terms%20and%20Conditions%20Agreement.pdf">https://dti.delaware.gov/pdfs/pp/Delaware%20Cloud%20Services%20Terms%20and%20Conditions%20Agreement.pdf</a> <a href="https://dti.delaware.gov/pdfs/pp/Delaware%20Data%20Usage%20Terms%20and%20Conditions%20Agreement.pdf">https://dti.delaware.gov/pdfs/pp/Delaware%20Data%20Usage%20Terms%20and%20Conditions%20Agreement.pdf</a>

Section V. Contract Terms and Conditions; Subsection 8. General Contract Terms;	"Vendor Background Check Requirement"	24	Vendor(s) selected for an award that access state property or come in contact with vulnerable populations, including children and youth, shall be required to complete background checks on employees serving the State's on premises contracts	If the primary work location of a contractor staff is not within the state of Delaware (i.e. they may visit a Delaware state facility 20% of the time), must the state and federal fingerprinting be performed through one of the Delaware state police locations, or can it be performed in the state where the majority of work will be performed?	The requirement is to use one of the Delaware state locations, however, an exception case could be presented to the Delaware state security organization and an exception may be granted. Vendors should expect to use the Delaware state process.
Part V. Contract Terms and Conditions; 8. General Contract Terms; Subsection HH - Other General Conditions;	12. Purchase Card	28	The State of Delaware intends to maximize the use of the P-Card for payment for goods and services provided under contract. Vendors shall not charge additional fees for acceptance of this payment method and shall incorporate any costs into their proposals. Additionally there shall be no minimum or maximum limits on any P-Card transaction under the contract.	Is it a requirement that the selected Vendor accept credit cards and if so, what credit card brand?	The State of Delaware can utilize any form of payment listed on page 27 of the solicitation. . The State generally does not make payment via credit card or P-Card, however in an emergency situation a P-Card payment maybe necessary

4.20	2nd to last bullet	40	This bullet asks for the option to have the vendor process the quarterly CAP results. However, bullets 6-8 in the same section indicate that DHSS would like the vendor to calculate the quarterly claims.	Can DHSS clarify if they would like the vendor to process and calculate the quarterly claims and CAP results or to only have the option to do so in a back-up capacity? If the vendor is to process claims, please provide a complete list of the claims and whether it includes any capped or fixed grant reporting (the assumption is that it would not include the latter, but please confirm).	DHSS intends to process the quarterly CAP results. However, if there is a critical business need – the vendor should be able to assist with processing the quarterly CAP results on a short term basis.
4.4.4.1	4	15	The vendor is instructed to review, sign and scan the Cloud Services Agreement (CSA) and Data Usage Agreement (DUA) but the links do not work	Can DHSS provide the forms or the links necessary?	<a href="https://dti.delaware.gov/pdfs/pp/Delaware%20Cloud%20Services%20Terms%20and%20Conditions%20Agreement.pdf">https://dti.delaware.gov/pdfs/pp/Delaware%20Cloud%20Services%20Terms%20and%20Conditions%20Agreement.pdf</a>
6.1	1	43	The vendor is instructed to submit two (2) original copies (each labeled as "Original") and six (6) copies (each labeled as "Copy") as well as two (2) paper copies. Later on, the vendor is then instructed to submit ten (10) electronic copies.	May DHSS clarify how many electronic copies are required?	10 electronic copies are required. 2 marked original and 8 marked copy.
V.8.K	1	20	The language states that the "awarded vendor must..." but at the end of this paragraph it says that "Failure to provide this information could render this proposal as non-responsive."	Please clarify whether this information must be included with the proposal response or upon project award?	Upon project award

4.1	1	9	"The contractor Project Manager and other key staff like the Business Analyst(s) will be required to be on site in New Castle, Delaware, during the entire project phase."	Can DHSS clarify who key staff are?	Once a project time line is established we will be able to determine which key staff are required to be on site during the implementation of the project.
4	4.1.1	9	"The contractor Project Manager and other key staff like the Business Analyst(s) will be required to be on site in New Castle, Delaware, during the entire project phase... On-Site Staffing Requirement: The following key contractor staff are required to be on-site in New Castle, Delaware, as indicated below: Contractor Project Director, as required Contractor Project Manager – 20% of the time"	Can DHSS clarify whether just the Project Manager needs to be on-site or if other key staff are required to as well?	The project manager will be required to be on site along with any other key staff required during implementation of the project.
4	4.2	39	"Accept data from the State's accounting system in a variety of formats".	What is the State's accounting system? Are there any limitations that the vendor should be aware of and/or can you provide details on what the "variety for formats" are?	The State's accounting system is called First State Financials (FSF) which is a PeopleSoft program. The state prefers Microsoft excel and/ or word formats, CSV and PDF.
Section IV. Subsection B2	4	5	"Vendors are directed to clearly print "BID ENCLOSED" and "CONTRACT NO. HSS-18-109" on the outside of the bid submission package.	Can DHSS clarify whether this RFP should be referred to as "Contract No.HSS-18-019" or "DHSS RFP # HSS18-019"?	All responses should refer to this solicitation as "DHSS RFP # "HSS-18-019"
Section 1 - Overview	5 – Mandatory Pre Bid Meeting	2	"If a Vendor does not attend this meeting, they shall be disqualified and shall not be considered for further evaluation."	Can the meeting be attended via a dial-in conference call? Or is our physical presence required?	There is no option to dial in, therefore physical presence is required. Since this is a mandatory meeting, only those present on September 27, 2018 will be allowed to bid.

Section 4.4.9 – Offshore Prohibitions	1	20	Offshore is defined as not being within the United States or its territories. DHSS will not permit any project work to be performed offshore either by the prime contractor, subsidiary, subcontractor or by any other third party	Whether companies from Outside USA can apply for this? (like, from India or Canada)	No work can be performed or transmitted outside the United States of America.
Section 4 – Contractor Responsibilities Subsection 4.1.1 – On Site Staffing Requirement	1	9	The following key contractor staff are required to be on-site in New Castle, Delaware – does this include meetings, etc.	Do we need to come over there (New Castle, Delaware) for meetings?	During implementation and the project timeline all meetings will be held in New Castle Delaware. Once we are up and running, we are able to accommodate meetings via conference call, skype, WebEx, etc.
Section 4.4.9 – Offshore Prohibitions	1	20	DHSS will not permit any project work to be performed offshore either by the prime contractor, subsidiary, subcontractor or by any other third party.	Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	All work must be performed inside the United States and cannot be transmitted outside the United States of America.
Section IV, Subsection B2	2	5	The Proposals may be delivered by Express Delivery (e.g., FedEx, UPS, etc.), US Mail, or by hand	Can we submit the proposals via email?	No proposals can be submitted via email. All properly sealed and marked proposals are to be submitted as indicated on Page 5 of the solicitation.
Section 6 – Bidder Instructions Subsection 6.1 – Submission Information	1	43	Each proposal must be submitted with two (2) paper copies and ten (10) electronic copies on CD or DVD media disk. Please provide a separate electronic pricing file from the rest of the RFP proposal responses	Please clarify IRM copies: For the (2) IRM copies that are a part of the (10) electronic copies, do they need to be marked original as well?	IRM requires 2 electronic proposals be marked as original and 8 be marked as copies.
Section V – Contract Terms & Conditions, Subsection 8C – ACA Safe Harbor	1 & 2	17	“The Common-law Employer Safe Harbor Exception under the ACA requires that an Additional Fee must be charged to those employees who obtain health coverage from the	Please clarify the meaning of ACA Safe Harbor? What exactly is the fee if all of our employees have	The State of Delaware does not consider vendors, contractors and/or subcontractors employees of the state and/or eligible for health benefits by the State of Delaware. As documented in the RFP on Page 17 “.... The State requires

			Vendor, but does not state the required amount of the fee"	existing healthcare coverage?	that all Vendors shall identify the Additional Fee to obtain health coverage from the Vendor and delineate the Additional Fee from all other charges and fees. The Vendor shall identify both the Additional Fee to be charged and the basis of how the fee is applied (i.e. per employee, per invoice, etc.)
Contents:	1	1	Appendix A – Minimum Mandatory Submission Requirements	We couldn't locate Appendix A in the minimum mandatory submission requirements. Is this missing from the RFP?	There is no Appendix A. The Mandatory Submission Requirements are listed on Page 75.